



Instructions for blyCloud Password Reset Tool.

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Create a profile

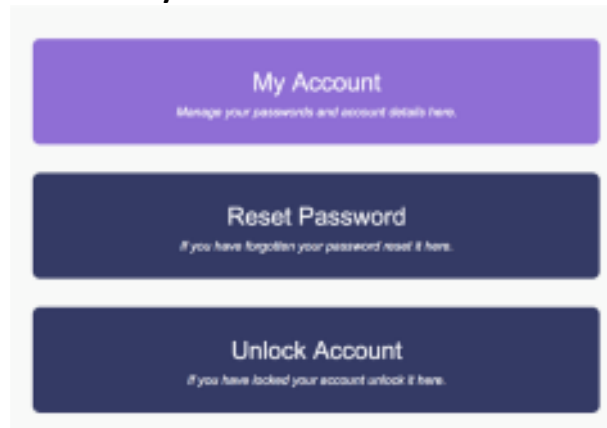
Introduction

Before a user can perform a **password reset** or **account unlock**, they will need to complete their profile. This can be done by logging on to My Account. This article shows you how a user can setup their profile ready to start benefiting from self-service password management.

Step 1: Login to My Account

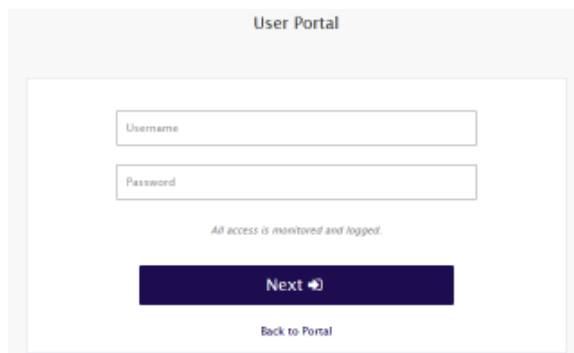
User Portal: <https://blycloud.scsuser.com>

From the user portal click **My Account**

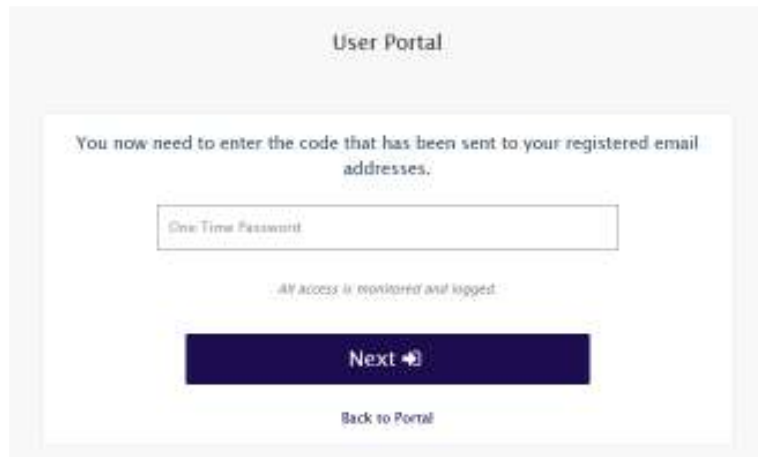


You will then be prompted for your account credentials. The account used will be the same username and password used to access their server. The Username is everything before the @ if it is in email address format. Example in the email address `firstname.lastname@blycloud.com` the user name would be `firstname.lastname`. Once added, click **Next**

NOTE: In a scenario where you see a screen that continues to load for several minutes, refresh the window, and try your username and password once again.



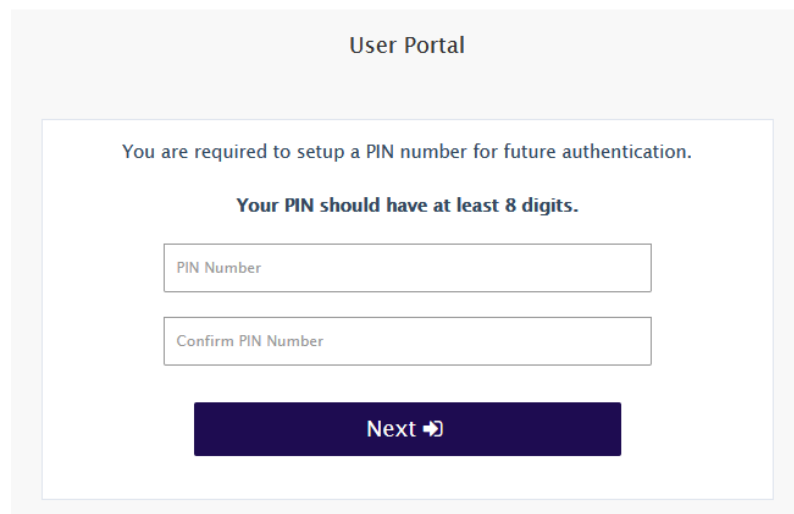
You will be immediately sent a one-time password to the email address on file for your account. Email addresses should be provided to the provisioning team for each user during onboarding. Without the email address you will not be able to proceed and will need to provide the support team with your updated email address to proceed. When you receive the one-time password



The screenshot shows a 'User Portal' interface. At the top, it says 'User Portal'. Below that, a message reads: 'You now need to enter the code that has been sent to your registered email addresses.' There is a text input field labeled 'One Time Password'. Below the field, a small note says 'All access is monitored and logged.' At the bottom, there is a dark blue button labeled 'Next →' and a link labeled 'Back to Portal'.

Step 2: PIN Setup

You will be prompted to set up an 8-digit PIN for your account. This will be used for your secondary authentication.



The screenshot shows a 'User Portal' interface for PIN setup. At the top, it says 'User Portal'. Below that, a message reads: 'You are required to setup a PIN number for future authentication.' Underneath, it says 'Your PIN should have at least 8 digits.' There are two text input fields: 'PIN Number' and 'Confirm PIN Number'. At the bottom, there is a dark blue button labeled 'Next →'.

Step 2: Security Questions

When the user logs into their profile for the first time, they will be presented with 5 questions to create answers for. These questions will operate as a secondary authentication method in conjunction with the one-time password that gets sent over their email. This process is relatively simple as users are just required to answer questions presented to them.

Profile Setup (Security Questions)

When logging into this system you may be asked to verify your Identity by answering any number of security questions.

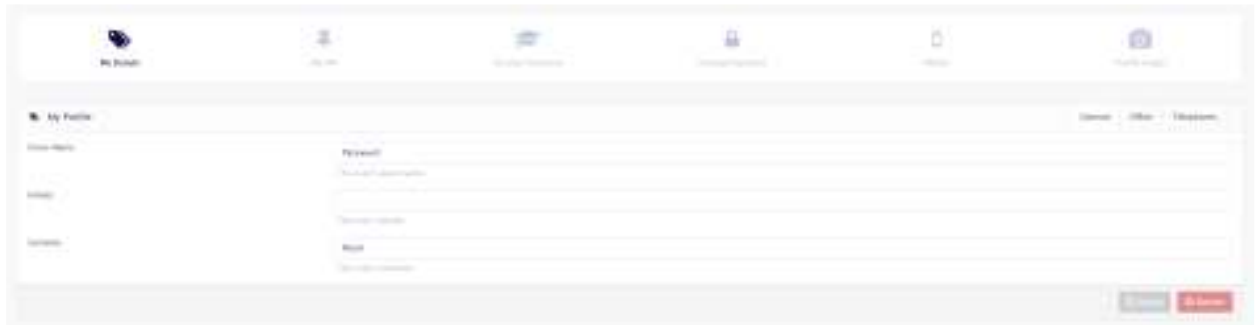
Provide an answer and confirm the same answer in the boxes below.

You have 5 security questions left to answer.

[Next →](#)

Step 4: Update Account Profile

Following your initial account setup, it is best practice to audit your profile and provide as much information as you can in regard to your contact information. This will allow our support team to collect as much contact information from the user as possible.



Once you have completed these steps your profile is prepared for you to be able to unlock and/or reset your password independently.

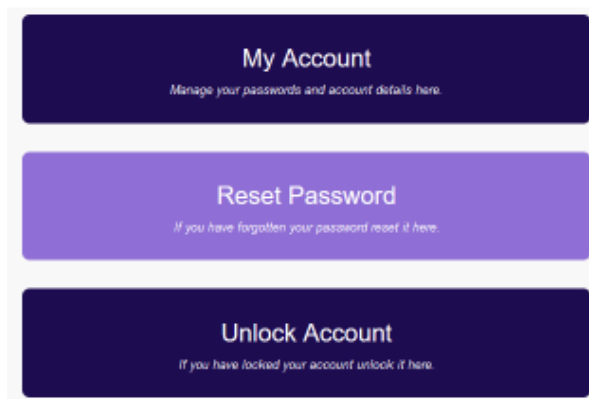
Reset Passwords

Before utilizing the password reset tool the user profile setup must be completed.

Connect to Site to Reset Password

User Portal: <https://blytheco.scsuser.com>

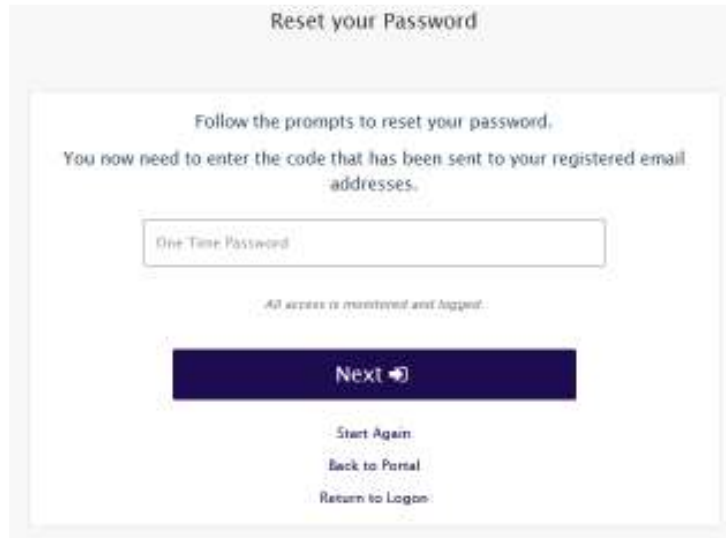
From the user portal click **Reset Password**.



The account used will be the same username and password used to access their server.



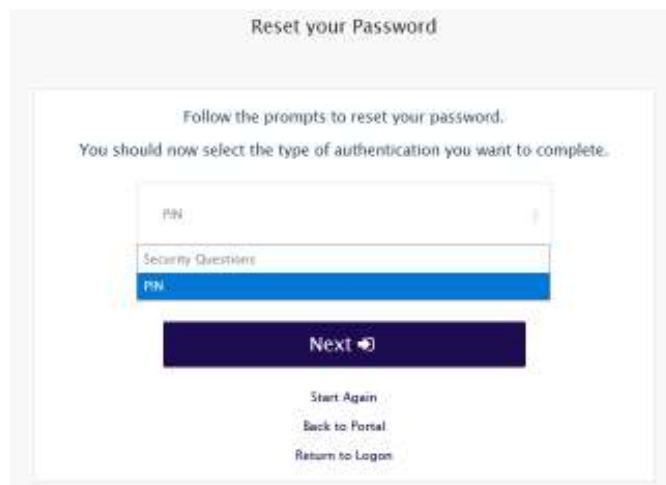
The system will then email you a one-time password to the email address on file for your account. Please note this can take a few minutes to complete. When you receive the password, input it into the box and click **Next**.



The secondary authentication option will let you choose either to answer your pre-configured security questions, or to provide your security PIN. Depending on which option you choose, the system will present you with a request relevant to your selection.

- **PIN** – The Security PIN you configured during your account setup
- **Security Questions** – A series of questions you answered in your account setup

In this case we have selected the **PIN** option.



Next, the system will request you reset your password. It will provide you with a generator option based on password requirements, or you may create your own. The password must follow the required protocols listed. When a suitable password has been selected, you can click **Reset Password**

You are required to change your password.

Password

Confirm Password

Default Domain Policy

- Must be at least 7 characters long.
- Must be no longer than 127 characters.
- Must be changed within 120 days.

Must pass at least 2 of the following criteria:

- At least 1 digit.
- At least 1 lower case character.
- At least 1 upper case character.
- At least 1 symbol character.




Must not contain their username.

Must not be any of their last 5 passwords.

Password Generator

Can't think of a good password? How about...

|vEQ!5Z

Reset Password →

If the password reset was successful, you will be presented with a box notifying you it has been change. You can simply click **Continue**, and your new password should be active.

Reset your Password

Your password has been reset.

Continue →

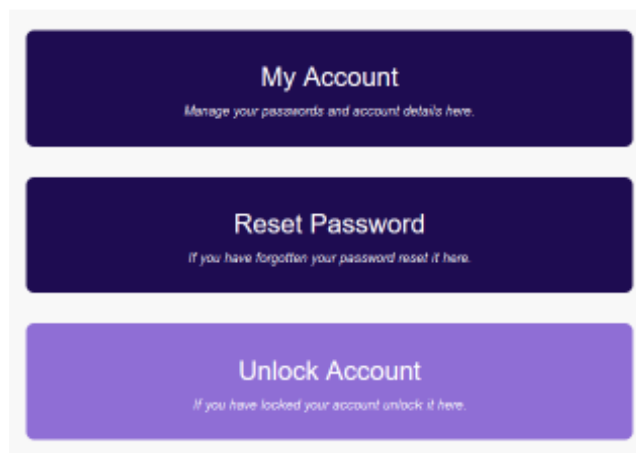
Unlock an Account

Before utilizing the password reset tool the user profile setup must be completed.

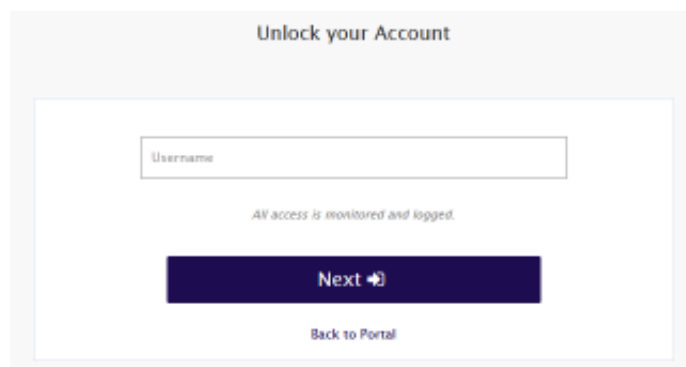
Connect to Site to Unlock Account

User Portal: <https://blytheco.scsuser.com>

From the user portal click **Unlock Account**



Next you will enter your username, this is the same username used to access your hosted server, typically `firstname.lastname`

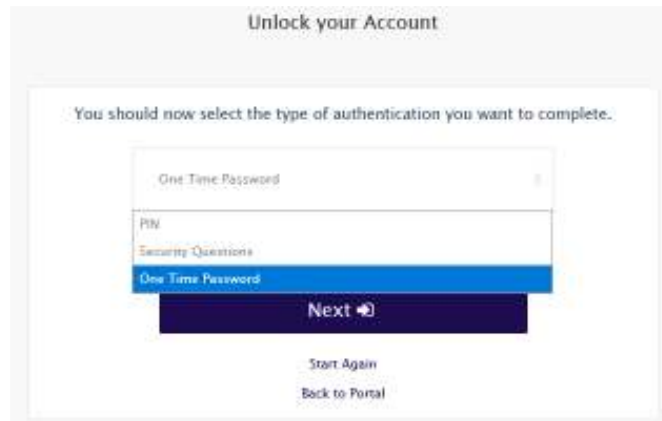


Next you will select your authentication method to unlock the account and Click **Next**

- **PIN** – The Security PIN you configured during your account setup
- **Security Questions** – A series of questions you answered in your account setup

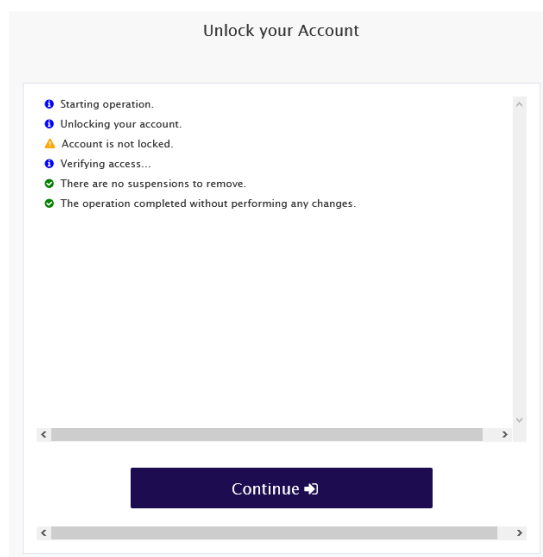
- **One Time Password** – A one time password emailed to the address on file for your account

Depending on the selection, you will provide the prompt with the answer for the selected option. You can then click **Next**



The screenshot shows a web interface titled "Unlock your Account". Below the title, it says "You should now select the type of authentication you want to complete." There are three input fields: "One Time Password", "PIN", and "Security Questions". The "One Time Password" field is selected and highlighted in blue. Below the fields is a large blue button labeled "Next" with a right-pointing arrow. At the bottom, there are two smaller links: "Start Again" and "Back to Portal".

If you have provided the necessary answer to authenticate, the system will check the status of your account. If it is locked, the system will unlock it automatically. If it is not, it will let you know that the account is not locked, and you can proceed with your login. To complete, simply click **Continue**



The screenshot shows the same "Unlock your Account" interface, but now with a progress log. The log contains the following items:

- Starting operation.
- Unlocking your account.
- Account is not locked.
- Verifying access...
- There are no suspensions to remove.
- The operation completed without performing any changes.

At the bottom of the log is a large blue button labeled "Continue" with a right-pointing arrow. There are also two horizontal scroll bars below the log.